# Cambridge Health Alliance Patient and Family Advisory Council 2015 Report

Last Modified: 10/16/2015

## 1. Hospital Name

| Answer | Total Responses |
|---|---|
| Cambridge Health Alliance | 1 |
| Total | 1 |

## 2. Year PFAC Established

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Prior to 2008 | | 0 | 0% |
| 2 | 2008 | | 0 | 0% |
| 3 | 2009 | | 1 | 100% |
| 4 | 2010 | | 0 | 0% |
| 5 | 2011 | | 0 | 0% |
| 6 | 2012 | | 0 | 0% |
| 7 | 2013 | | 0 | 0% |
| | Total | | 1 | |

## 3. Staff PFAC Contact Name and Title

| Text Response |
|---|
| Doris Gentley Sr. Director, Radiology |

## 4. Staff PFAC Contact Email and Phone

| Text Response |
|---|
| dgentley@challiance.org 617-665-1293 |

## 5. Our PFAC has (click the best choice):

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | by-laws | | 1 | 100% |
| 2 | agreed-upon policies and procedures | | 0 | 0% |
| 3 | neither | | 0 | 0% |
| | Total | | 1 | |

## 6. Our PFAC manages itself through (describe in 1500 characters or fewer) :

*This question was not displayed to the respondent.*

**7.** Our PFAC recruits new members using the following approaches (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Word of mouth | ▬▬▬▬▬ | 1 | 100% |
| 2 | Promotional efforts within institution to patients | ▬▬▬▬▬ | 1 | 100% |
| 3 | Promotional efforts within institution to providers or staff | | 0 | 0% |
| 4 | Through existing members | ▬▬▬▬▬ | 1 | 100% |
| 5 | Facebook and Twitter | | 0 | 0% |
| 6 | Recruitment brochures | | 0 | 0% |
| 7 | Hospital publications | | 0 | 0% |
| 8 | Hospital banners and posters | ▬▬▬▬▬ | 1 | 100% |
| 9 | Through care coordinators | | 0 | 0% |
| 10 | Through patient satisfaction surveys | ▬▬▬▬▬ | 1 | 100% |
| 11 | Through community-based organizations | ▬▬▬▬▬ | 1 | 100% |
| 12 | Through houses of worship | | 0 | 0% |
| 13 | At community events | | 0 | 0% |
| 14 | Other | | 0 | 0% |
| 15 | None | | 0 | 0% |

**8.** Describe other recruitment method (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**9.** Our PFAC chair or co-chair is a patient or family member

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Yes | ▬▬▬▬▬ | 1 | 100% |
| 2 | No | | 0 | 0% |
| | Total | | 1 | |

**10.** Our PFAC chair or co-chair is a hospital staff member
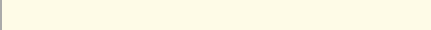
| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Yes | ▬▬▬▬▬ | 1 | 100% |
| 2 | No | | 0 | 0% |
| | Total | | 1 | |

**11.** Chair/Co-Chair hospital position title:

**12.** This person is the official PFAC staff liason

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Yes | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 2 | No | | 0 | 0% |
| | Total | | 1 | |

**13.** Total number of staff members on the PFAC:

**Text Response**

7

**14.** Total number of current or former patients or family members on the PFAC:

**Text Response**

7

**15.** The name of the hospital department supporting the PFAC is:

**Text Response**

Administration

**16.** If not mentioned above, the hospital position of the PFAC staff liason is:

*This question was not answered by the respondent.*

**17.** The hospital reimburses PFAC members for the following costs associated with attending or participating in meetings (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Provide free parking | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 2 | Provide meals | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 3 | Provide translator or interpreter services | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 4 | Provide assistive services for those with disabilities | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 5 | Provide meeting conference call or webinar options | ▬▬▬▬▬▬▬▬ | 1 | 100% |
| 6 | Provide mileage or travel stipends | | 0 | 0% |

| # | | | Count | % |
|---|---|---|---|---|
| 7 | Provide financial support for child care or elder care | | 0 | 0% |
| 8 | Provide stipends for participation | | 0 | 0% |
| 9 | Provide on-site child or elder care | | 0 | 0% |
| 10 | Provide reimbursement for attendance at annual PFAC conference | ▬▬▬▬▬ | 1 | 100% |
| 11 | Provide reimbursement for attendance at other conferences or trainings | | 0 | 0% |
| 12 | Provide gifts of appreciation to PFAC members annually | | 0 | 0% |
| 13 | Cover travel expenses to attend conferences | | 0 | 0% |
| 14 | Provide other supports | | 0 | 0% |
| 15 | None | | 0 | 0% |

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**18.** Describe other supports provided (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

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**19.** Our catchment area is geographically defined as:

| Text Response |
|---|
| Cambridge/Somerville and Malden/Medford/Revere/Everett |

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**20.** Race:

| American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or Other Pacific Islander | White |
|---|---|---|---|---|
| 0% | 10% | 10% | 0% | 68% |

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**21.** Ethnicity:

| Hispanic or Latino | Not Hispanic or Latino |
|---|---|
| 16% | 84% |

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**22.** Race:

| American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or Other Pacific Islander | White |
|---|---|---|---|---|
| 0% | 6% | 16% | 0% | 45% |

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**23.** Ethnicity:

| Hispanic or Latino | Not Hispanic or Latino |
|---|---|
| 20% | 80% |

**24.** Race:

| American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or Other Pacific Islander | White |
|---|---|---|---|---|
| | | 15% | | 85% |

**25.** Ethnicity:

| Hispanic or Latino | Not Hispanic or Latino |
|---|---|
| | |

**26.** Our PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient or catchment area (describe in 3000 characters or fewer):

| Text Response |
|---|
| Recruitment in progress targeted to representatives from each of our catchment areas. This program includes reviewing our orientation program and our meeting times. |

**27.** Our process for developing and distributing agendas for our PFAC meetings (click the best choice):

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | The staff develops the agenda and sends it out prior to the meeting | ████████ | 1 | 100% |
| 2 | The staff develops the agenda and distributes it at the meeting | | 0 | 0% |
| 3 | PFAC members develop the agenda and send it out prior to the meeting | | 0 | 0% |
| 4 | PFAC members develop the agenda and distribute it at the meeting | | 0 | 0% |
| 5 | The PFAC has a collaborative process between staff and patients/family members to develop and distribute the agenda | | 0 | 0% |
| 6 | Other process | | 0 | 0% |
| 7 | None | | 0 | 0% |
| | Total | | 1 | |

**28.** Describe the process (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**29.** Describe the process (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**30.** The PFAC goals set for FY 2015 were (describe in 1500 characters or fewer):

| Text Response |
| --- |
| Recruitment of new members. Currently all members are from the Cambridge/Somerville area Select a few CHA improvement projects of interest to members and partner with project teams |

**31.** The FY 2015 goals were (click the best choice):

| # | Answer | Bar | Response | % |
| --- | --- | --- | --- | --- |
| 1 | Developed by staff and reviewed by PFAC members | | 0 | 0% |
| 2 | Developed by PFAC members and staff | | 1 | 100% |
| 3 | Neither | | 0 | 0% |
| | Total | | 1 | |

**32.** Our PFAC has the following subcommittees (click all that apply):

| # | Answer | Bar | Response | % |
| --- | --- | --- | --- | --- |
| 1 | Government Relations | | 0 | 0% |
| 2 | Emergency Department | | 0 | 0% |
| 3 | Education and Communication | | 0 | 0% |
| 4 | Family Support | | 0 | 0% |
| 5 | Policies and Procedures | | 0 | 0% |
| 6 | Palliative Care | | 0 | 0% |
| 7 | Annual Report | | 0 | 0% |
| 8 | Publications | | 0 | 0% |
| 9 | Nominations | | 0 | 0% |
| 10 | Marketing | | 0 | 0% |
| 11 | Behavioral Health | | 0 | 0% |
| 12 | Medication Safety | | 0 | 0% |
| 13 | Hospital Safety | | 0 | 0% |
| 14 | Other | | 0 | 0% |
| 15 | None | | 1 | 100% |

**33.** Describe other subcommittee (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**34.** How does the PFAC interact with the Hospital Board of Directors? (click all that apply)

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | PFAC submits annual report to Board | ████████████████ | 1 | 100% |
| 2 | PFAC submits meeting minutes to Board | | 0 | 0% |
| 3 | PFAC member(s) attends Board meetings | | 0 | 0% |
| 4 | Board member(s) attends PFAC meetings | | 0 | 0% |
| 5 | PFAC member(s) are on board-level committee(s) | | 0 | 0% |
| 7 | Other | | 0 | 0% |

**35.** Describe other interaction (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**36.** URL/link to the PFAC section of the hospital website:

| Text Response |
|---|
| NA |

**37.** Describe the PFAC's use of email, listservs, or social media (in 3000 characters or fewer):

| Text Response |
|---|
| Email is used for meetings, agendas, minutes and some committee communication. Other methods are not currently used. |

**38.** Number of new PFAC members this year:

| Text Response |
|---|
| 2 |

**39.** The orientation was provided by:

| Number of Staff Members | Number of PFAC Members |
|---|---|
| 1 | 1 |

**40.** The content included (click all that apply):
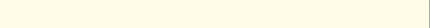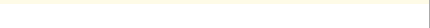
| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Meeting with hospital staff | | 0 | 0% |
| 2 | A general hospital orientation | | 0 | 0% |
| 3 | Information on concepts of patient- and family-centered care (PFCC) | ████████████████ | 1 | 100% |
| 4 | Information on patient engagement in research | | 0 | 0% |

| | | Bar | | |
|---|---|---|---|---|
| 5 | PFAC policies, member roles and responsibilities | | 1 | 100% |
| 6 | Information on health care quality and safety | | 0 | 0% |
| 7 | History of the PFAC | | 1 | 100% |
| 8 | A "buddy program" with old members | | 0 | 0% |
| 9 | How PFAC fits within the organization's structure | | 1 | 100% |
| 10 | Other | | 0 | 0% |

**41.** Describe other content (in 3000 characters or fewer):

*This question was not displayed to the respondent.*
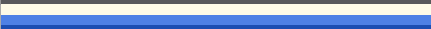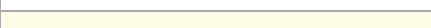
**42.** PFAC members are considered hospital volunteers and therefore (click all that apply):

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Attend hospital volunteer trainings | | 0 | 0% |
| 2 | Require immunizations or TB checks | | 0 | 0% |
| 3 | Require CORI checks | | 0 | 0% |
| 4 | Other | | 0 | 0% |

**43.** Describe other PFAC member requirement(s) (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**44.** Our PFAC provides education to our members on the topic of patient-centered outcomes research

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Yes | | 1 | 100% |
| 2 | No | | 0 | 0% |
| | Total | | 1 | |

**45.** Accomplishment 1 (describe in 3000 characters or fewer):

| Text Response |
|---|
| Evaluated and selected improvements projects for committee focus |

**46.** The idea for Accomplishment 1 came:

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Directly from the PFAC | | 1 | 100% |

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 2 | From a department, committee, or unit that requested PFAC input | | 0 | 0% |
| | Total | | 1 | |

## 47. Accomplishment 2 (describe in 3000 characters or fewer):

**Text Response**

Evaluated and recommended changes to the disclosure of harm and apology process

## 48. The idea for Accomplishment 2 came:

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Directly from the PFAC | | 0 | 0% |
| 2 | From a department, committee, or unit that requested PFAC input | | 1 | 100% |
| | Total | | 1 | |

## 49. Accomplishment 3 (describe in 3000 characters or fewer):

**Text Response**

Provided input on the rebranding and standardization of patient communications for access to CHA services

## 50. The idea for Accomplishment 3 came:

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Directly from the PFAC | | 0 | 0% |
| 2 | From a department, committee, or unit that requested PFAC input | | 1 | 100% |
| | Total | | 1 | |

## 51. Accomplishment 1 (describe in 3000 characters or fewer):

**Text Response**

See above

## 52. The idea for Accomplishment 1 came:

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Directly from the PFAC | | 0 | 0% |
| 2 | From a department, committee, or unit that requested PFAC input | | 0 | 0% |

| | Total | | 0 | |
|---|---|---|---|---|

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**53.** Accomplishment 2 (describe in 3000 characters or fewer):

| Text Response |
|---|
| See above |

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**54.** The idea for Accomplishment 2 came:

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Directly from the PFAC | | 0 | 0% |
| 2 | From a department, committee, or unit that requested PFAC input | | 0 | 0% |
| | Total | | 0 | |

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**55.** Accomplishment 3 (describe in 3000 characters or fewer):

| Text Response |
|---|
| See above |

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**56.** The idea for Accomplishment 3 came:

| # | Answer | Bar | Response | % |
|---|---|---|---|---|
| 1 | Directly from the PFAC | | 0 | 0% |
| 2 | From a department, committee, or unit that requested PFAC input | | 0 | 0% |
| | Total | | 0 | |

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**57.** Challenge 1 (describe in 3000 characters or fewer):

| Text Response |
|---|
| Low membership, lack of representation some catchment areas |

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**58.** Challenge 2 (describe in 3000 characters or fewer):

| Text Response |
|---|
| Minimal participation in improvement projects |

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**59.** Challenge 3 (describe in 3000 characters or fewer):

Redirecting focus from exclusively advisor role to active participatory rol in CHA improvement projects

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**60.** Our PFAC provided advice or recommendations to the hospital on the following areas mentioned in the law (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Quality improvement initiatives | ▬▬▬▬▬ | 1 | 100% |
| 2 | Patient education on safety and quality matters | | 0 | 0% |
| 3 | Patient and provider relationships | | 0 | 0% |
| 4 | Institutional Review Boards | | 0 | 0% |
| 5 | Other | ▬▬▬▬▬ | 1 | 100% |
| 6 | None | | 0 | 0% |

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**61.** Describe other advice/recommendations (in 1500 characters or fewer):

*This question was not answered by the respondent.*

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**62.** PFAC members participated in the following activities mentioned in the law (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Served as members of task forces | | 0 | 0% |
| 2 | Served as members of awards committees | | 0 | 0% |
| 3 | Served as members of advisory boards/groups or panels | | 0 | 0% |
| 4 | Served on search committees and in the hiring of new staff | | 0 | 0% |
| 5 | Served as co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees | | 0 | 0% |
| 6 | Serve on selection of reward and recognition programs | | 0 | 0% |
| 7 | Serve as members of standing hospital committees that address quality | | 0 | 0% |
| 8 | Other areas of service not listed above | | 0 | 0% |
| 9 | None | ▬▬▬▬▬ | 1 | 100% |

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**63.** More details about PFAC member activities:

| Number of members serving on task forces | Number of members serving on awards committees | Number of members serving on advisory boards/groups or panels | List names of above groups and number of members serving on each | Number of members serving on search committees | Number of members serving as co-trainers | Number of members serving as members of hospital quality committees | List names of above groups and number of members serving on each | List names and number of members participating in other areas of service |
|---|---|---|---|---|---|---|---|---|

**64.** The hospital shared the following public hospital performance information
with the PFAC (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Serious Reportable Events | | 0 | 0% |
| 2 | Healthcare-Associated Infections | | 0 | 0% |
| 3 | Department of Public Health (DPH) information on complaints and investigations | | 0 | 0% |
| 4 | Staff influenza immunization rate | | 0 | 0% |
| 5 | Patient experience/satisfaction scores | ▭ | 1 | 100% |
| 6 | Patient complaints | | 0 | 0% |
| 7 | Patient Care Link | ▭ | 1 | 100% |
| 8 | Joint Commission surveys | ▭ | 1 | 100% |
| 9 | Hospital Compare | | 0 | 0% |
| 10 | Family satisfaction surveys | | 0 | 0% |
| 11 | Quality of life data | | 0 | 0% |
| 12 | Rapid response data | | 0 | 0% |
| 13 | Other | | 0 | 0% |
| 14 | None | | 0 | 0% |

**65.** List other public hospital performance information shared (in 1500
characters or fewer):

*This question was not displayed to the respondent.*

**66.** Describe the process by which public hospital performance information was
shared (describe in 1500 characters or fewer):

| Text Response |
|---|
| Discussion during meetings, some documentation |

**67.** Our PFAC activities related to the following state or national quality of care
initiatives (click all that apply):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Healthcare-Associated Infections | | 0 | 0% |
| 2 | Rapid response teams | | 0 | 0% |
| 3 | Hand-washing initiatives | | 0 | 0% |
| 4 | Checklists | ▭ | 1 | 100% |
| 5 | Disclosure of harm and apology | ▭ | 1 | 100% |
| 6 | Fall prevention | | 0 | 0% |
| 7 | Informed decision making/informed consent | | 0 | 0% |
| 8 | Improving information for patients and families | ▭ | 1 | 100% |

| # | | Bar | Response | % |
|---|---|---|---|---|
| 9 | Health care proxies/substituted decision making | | 0 | 0% |
| 10 | End-of-life planning (e.g. hospice, palliative, advanced directives) | | 0 | 0% |
| 11 | Care transitions (e.g. discharge planning, passports, care coordination, and follow-up between care settings) | ▬▬▬▬▬▬▬ | 1 | 100% |
| 12 | Observation status for Medicare patients | | 0 | 0% |
| 13 | Mental health care | | 0 | 0% |
| 14 | Other program | | 0 | 0% |
| 15 | None | | 0 | 0% |

**68.** Describe other program (in 1500 characters or fewer):

*This question was not displayed to the respondent.*

**69.** The hospital shares the PFAC annual reports with PFAC members:

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Yes | ▬▬▬▬▬▬▬ | 1 | 100% |
| 2 | No | | 0 | 0% |
| | Total | | 1 | |

**70.** Massachusetts law requires that the PFAC report be available to the public.
We (click the best choice):

| # | Answer | Bar | Response | % |
|---|--------|-----|----------|---|
| 1 | Post the report online | | 0 | 0% |
| 2 | Provide a phone number or email to use for accessing the report | ▬▬▬▬▬▬▬ | 1 | 100% |
| 3 | Other | | 0 | 0% |

**71.** Describe other method for making the report available to the public (in 1500 characters or fewer):

*This question was not displayed to the respondent.*